

WHAT IS CLAIMED IS

2017
1. A system for programming point of sale devices comprising:

5 a device programming system operable to program a plurality of point of sale devices;

a communications interface coupled to the device programming system, the communications interface operable to receive update requests from the plurality of devices; and

10 wherein the plurality of devices includes devices having proprietary operating systems from two or more different manufacturers.

2. The system of claim 1 wherein the device programming system further comprises has a device update file for each of the plurality of point of sale devices.

3. The system of claim 1 wherein the device programming system further comprises has a device update file for each of a plurality of classes of point of sale devices.

4. The system of claim 1 wherein the device programming system further comprises a polling system operable to poll each of the point of sale devices.

5. The system of claim 1 wherein the communications interface receives telephone calls over a public switched telephone network.

6. The system of claim 1 wherein the communications interface receives data over one or more of the group comprising the Internet, a local area network, a wide area network, and a wireless network.

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7. The system of claim 1 wherein the device programming system further comprises a device setup system operable to set the plurality of point of sale devices for use.

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8. The system of claim 1 wherein the device programming system further comprises a device update system operable to provide configuration data updates to the plurality of point of sale devices.

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9. The system of claim 1 wherein the device programming system further comprises a device analytical system operable to perform troubleshooting for the plurality of point of sale devices.

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10. A method for programming point of sale devices comprising:

receiving a programming request for a point of sale device;

5 determining which of two or more proprietary operating systems is used by the point of sale device; and

transmitting the programming request to the point of sale device based on the proprietary operating system used by the point of sale device.

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11. The method of claim 10 wherein receiving the programming request for the point of sale device comprises receiving a device setup command from the point of sale device.

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12. The method of claim 10 wherein receiving the programming request for the point of sale device comprises receiving a device update command from the point of sale device.

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13. The method of claim 10 wherein receiving the programming request for the point of sale device comprises receiving a polling command from a device update controller.

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14. The method of claim 10 wherein determining which of two or more proprietary operating systems is used by the point of sale device comprises retrieving a file associated with the point of sale device.

15. The method of claim 10 wherein transmitting the programming request to the point of sale device based on the operating system comprises transmitting the programming request over a public switched telephone network.

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16. The method of claim 10 wherein transmitting the programming request to the point of sale device based on the operating system comprises transmitting the programming request over an Internet.

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17. A method for managing a plurality of point-of-sale devices comprising:

storing a file for each point of sale device, each file containing device operating commands;

5 retrieving one of the files in response to a programming request for a corresponding device; and

transmitting the file to the corresponding device.

18. The method of claim 17 wherein storing the file
10 for each point of sale device comprises:

creating two or more classes of files for the point of sale devices based upon the proprietary operating systems used by the point of sale devices;

15 creating at least one class of rules for the point of sale devices based upon the users of the point of sale devices;

applying the class of rules to the two or more classes of files; and

20 storing each file for each point of sale device.

19. The method of claim 17 wherein retrieving one of the files in response to the programming request for the corresponding device comprises:

25 extracting a point of sale device identifier from the programming request;

locating a data file associated with the point of sale device identifier; and

retrieving the data file.

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20. The method of claim 17 wherein retrieving one of the files in response to the programming request for the corresponding device further comprises receiving the programming request from the point of sale device.

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